

<b>Notice of References Cited</b>	Application/Control No. 10/644,677		Applicant(s)/Patent Under Reexamination HUGHES ET AL.	
	Examiner Dave Robertson		Art Unit 3623	Page 1 of 1

#### U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
*	A	US-5,737,728 A	04-1998	Sisley et al.	705/8
*	B	US-6,493,446 B1	12-2002	Cherry, Richard S.	379/265.05
*	C	US-6,519,571 B1	02-2003	Guheen et al.	705/14
*	D	US-6,574,605 B1	06-2003	Sanders et al.	705/8
*	E	US-6,639,982 B1	10-2003	Stuart et al.	379/266.03
*	F	US-2005/0015501 A1	01-2005	Kaplan et al.	709/228
*	G	US-6,937,715 B2	08-2005	Delaney, Paul J.	379/265.09
*	H	US-6,981,000 B2	12-2005	Park et al.	707/104.1
*	I	US-2006/0059253 A1	03-2006	Goodman et al.	709/223
	J	US-			
	K	US-			
	L	US-			
	M	US-			

#### FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

#### NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)			
	U	Hollman, Lee (2002) "CRM branches out" Call Center Magazine. Dec. Vol. 15, Iss. 12; pg. 38, 6 pgs.			
	V				
	W				
	X				

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.